

Message Text

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PAGE 01 STATE 027342

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ORIGIN ARA-10

INFO OCT-01 ISO-00 H-02 /013 R

DRAFTED BY ARA/BC/C:LWARNER:MG

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R 041952Z FEB 76

FM SECSTATE WASHDC

TO AMEMBASSY SANTIAGO

UNCLAS STATE 027342

E.O. 11652: N/A

TAGS: CI,

SUBJECT: REQUEST FOR ASSISTANCE ON COMMERCIAL PROBLEM

1. SENATOR TALMADGE HAS ASKED THE DEPARTMENT FOR A REPORT ON THE STATUS OF AN AIR SHIPMENT MADE BY A FREIGHT FORWARDER NAMED AIRBORNE. MR. LEROY PETTYJOHN, INTERNATIONAL SALES MANAGER OF AIRBORNE WROTE TO THE EMBASSY ON NOVEMBER 26, 1975 REQUESTING ASSISTANCE.

2. THE TEXT OF MR. PETTYJOHN'S LETTER FOLLOWS:

QUOTE: OUR ACCOUNT, DYMO PRODUCTS COMPANY OF AUGUSTA, GEORGIA, MADE AN AIR FREIGHT SHIPMENT VIA LAN CHILE AIRLINES ON SEPTEMBER 25, 1975 TO DAVIS GRAPHICS LTDA., PARAGUARY 486, CASILLA 693, SANTIAGO, CHILE. THIS SHIPMENT CONSISTED OF TWENTY-ONE CARTONS OF EMBOSsing MACHINES WHICH WERE CONSIGNED TO THE BANCA DE TALC AS IT INVOLVED COLLECTION OF A SIGHT DRAFT, FOR THE AMOUNT OF USD 3,756.08 DOLLARS. THE SHIPMENT MOVED FROM ATLANTA TO SANTIAGO ON EASTERN AIRLINES AIRWAYBILL NUMBER 007-10209566.

DYMO PRODUCTS RECEIVED INFORMATION ON OCTOBER 6TH THAT THE

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PAGE 02 STATE 027342

SHIPMENT HAD BEEN REFUSED BY DAVIS GRAPHICS. ON OCTOBER

8TH, DYMO GAVE US WRITTEN APPROVAL TO HAVE LAN CHILE RETURN THE GOODS ON A COLLECT FREIGHT BASIS AND ADVANCE ON THE AIRWAYBILL THE ORIGINAL COLLECT FREIGHT CHARGES OF USD 1,341.55 DOLLARS. WE DID THIS IN WRITING TO MR. ALMANDO RODRIQUEZ WITH LAN CHILE IN MIAMI, FLORIDA. MR. RODRIQUEZ IN TURN TELEXED THIS AUTHORIZATION TO HIS SANTIAGO OFFICE.

THIS IS WHERE WE ASK THE ASSISTANCE OF YOUR GOOD OFFICES. ACCORDING TO LAN CILE ONCE GOODS ARRIVE SANTIAGO AND GO INTO THE CUSTOMER'S FACILITY IT IS VERY DIFFICULT TO GET THEM RETURNED. WE HAVE CONTACTED LAN CHILE IN MIAMI EVERY WEEK AND GET THE SAME ANSWER, THAT THE GOODS ARE TIED UP IN SANTIAGO CUSTOMS. DYMO HAS BUYERS IN THE U.S. FOR THESE GOODS BUT HAVE TO DELIVER BEFORE JANUARY 1. 1976. COULD YOU PLEASE TRY TO VERIFY THE REASON FOR DELAY IN CUSTOMS AND ADVISE US WHAT STEPS TO FOLLOW.

IF YOU NEED ADDITIONAL INFORMATION, PLEASE DO NOT HESITATE TO CONTACT US. OUR TELEX NUMBER IS 54-2812.

END QUOTE.

3. A TELGRAPHIC REPLY IS REQUESTED. INGERSOLL

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